

NORTHUMBRIAN
WATER *living water*

BAD DRAINS, FISHY OR BAD EGG

These tastes or smells are often caused by the sink waste pipes but can seem to be present in the water supply.

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The water from my cold tap tastes or smells like:

BAD DRAINS, FISHY OR BAD EGG

As water goes down the plughole a small amount of air is moved within the overflow. If the overflow needs to be cleaned, this air can have an unpleasant smell but it is not related to the drinking water.

The pipes supplying drinking water are kept separate from those containing waste water.

THE TASTE OR SMELL IS NOTICEABLE FROM EITHER TAP

If the smell goes away when you move away from the sink, the cause may be the sink overflow. The waste or overflow pipe should be cleaned on a regular basis, by pouring very hot water or bleach into the overflow.

Bacteria can grow on dishcloths and sponges that are hung on or around taps. Taps, including inserts, should be cleaned regularly with a dilute bleach solution, and cloths and sponges should not be placed near taps.

If the taste or smell goes away after running the tap for a few minutes, the cause is most likely your internal plumbing system. Appliances in your home that are connected to the water supply, such as washing machines, dishwasher and outside tap can cause this type of issue, as water can return to your supply if they are incorrectly plumbed or have become damaged. If your appliance does not have a 'check valve' on the end, fitting a WRAS (Water Regulatory Advisory Scheme) approved one will prevent any water returning to your supply.

THE TASTE OR SMELL IS ONLY NOTICEABLE FROM THE HOT TAP

Try running the tap for a few minutes. If the smell is still there, it may be caused by bacteria

growing in the water heater and hot water system due to low temperature settings, low usage or turnover, if the hot water has been turned off for a significant period of time or if parts inside your water heater system are starting to deteriorate.

Try increasing your water heater temperature for a couple of hours, then try running the hot water tap for several minutes. If this doesn't help, your heating system may need servicing; contact a registered plumber who can help with this.

THE TASTE OR SMELL IS NOTICEABLE IN UPSTAIRS TAPS

If you have a cold water storage tank, bacteria and biofilm can grow in tanks which are not cleaned and maintained on a regular basis. Drain and clean your storage tank regularly. Make sure that lids fit properly and that nothing has fallen into the tank; a registered plumber can help with this.

THE TASTE OR SMELL IS NOTICEABLE IN BOTH HOT AND COLD TAPS

See if your neighbours have the same issue. This may be due to a period of stagnation or low turn over of water in the distribution system. Contact us on **0345 717 1100** and we will investigate the cause.